

**SIB 65 21 23**

2023-07-19

**SERVICE ACTION: VEHICLE UPDATE TO BMW OS 8.5 (I20)**

This Service Information Bulletin (Revision 1) replaces SI B65 21 23 **dated July 2023**.

**What's New** (Specific text highlighted):

- Changes to the Procedure Section

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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**MODEL**

E-Series	Model Description	Production Date	Affected Option Code
i20	iX Sports Activity Vehicle	From March 2023	With Head Unit HU-H5

**SITUATION**

During workshop repairs with software updates, certain customer vehicles may be changed to BMW Operating System 8.5, and returned to customers without making them aware of the change.

**CAUSE**

Vehicles produced before July 2023 with a Head Unit 5 (HU-H5) came equipped with BMW Operating System 8. With the upgrade to I-level I020-23-07-523 or higher, these vehicles will have their operating system change to BMW Operating System 8.5.

This software upgrade is scheduled to be released directly to customers via Remote Software Upgrade (estimated release date of September 2023). Under certain circumstances, these vehicles could be upgraded to I-level I020-23-07-523 or higher at the BMW center due to a separate unrelated repair.

**CORRECTION**

If software upgrade to I-level I020-23-07-523 or higher is necessary at the BMW center due to a separate repair, the customer must be made aware of the operating system change to BMW Operating System 8.5. This will help to avoid any customer confusion or irritation upon the return of the vehicle.

**PROCEDURE**

If software upgrade to I-level I020-23-07-523 is necessary for one of these vehicles, please inform the customer of the operating system change before returning the vehicle to the customer.

Please use the attached informational sheet to help answer any customer questions. This was created for customer use. In addition, customers can reference the FAQ on this subject at [BMW Operating System 8.5 FAQs](#).

For further information on the changes that come with BMW Operating System 8.5, please reference [SI B65 18 23](#) or attached video V65 01 23, "OS 8.5 QuickSelect for HU-H5 Vehicles".

**NOTE:** If a vehicle with this service action comes into the center and the software is **NOT** upgraded to I-level I020-23-07-523 or higher, then no action is necessary. The vehicle can leave the center with the service action still open.

**NOTE:** This service action only applies to vehicles that have software upgraded to I-level I020-23-07-523 or higher due to a **SEPARATE REPAIR**. Customers will receive this software directly by RSU on or around September 2023. Any software upgrade by customer request will **NOT** be covered under warranty.

**NOTE:** This service action does **NOT** apply to vehicles currently “unsold” or in BMW center inventory. The purpose of this service action is to proactively provide customers with information on the change in their operating system in an effort to minimize confusion and reduce a negative experience. If a vehicle is not customer owned, this action is **UNNECESSARY**. If the vehicle is in center inventory, the service action should not be claimed. The service action will be cleared automatically with the release of the RSU and the update of the vehicle software.

**NOTE:** If a vehicle under this service action is in center inventory and is not programmed, the vehicle can be sold with the service action still active. The service action will be cleared later after the RSU is released or if the vehicle is programmed for a separate repair while in the customer’s possession.

Please present the following attachment to the customer if they require more information:

BMW Operating System 8.5 Overview – Attachment 1

## **CLAIM INFORMATION**

Reimbursement for this Service Action will be via normal claim entry utilizing the work package information below.

<b>Repair Code:</b>	<b>0065240400</b>	---
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### **Vehicle is already in the workshop**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 74 862	Inform customers about the new BMW Operating System 8.5	1 FRU

### **Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 21 23 WP 1), unless otherwise required by State law.

## **FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf BMW Operating System 8.5 Overview.pdf](#)

### Videos

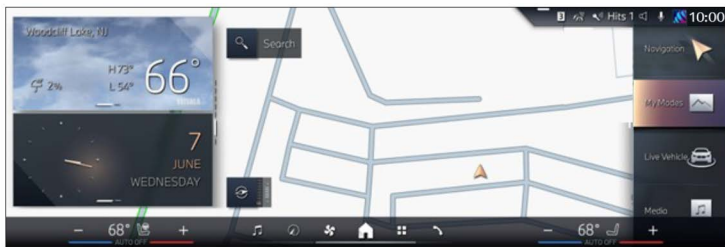
[65 01 23](#)





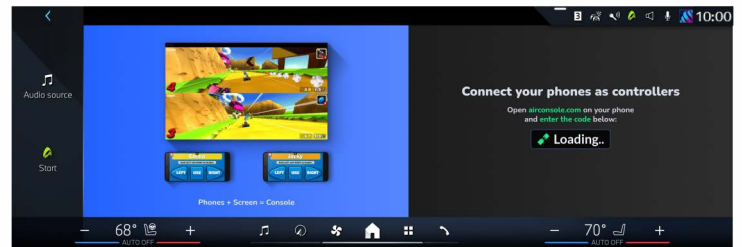
# WELCOME TO BMW OPERATING SYSTEM 8.5

Enjoy your iDrive system even more with enhanced features and technology improvements. The BMW Operating System 8.5 is equipped with QuickSelect, a touch-optimized design offering the user a modern and efficient experience. The user can access the widgets from the stacked format with the ability to swipe up, down, and to the left and right to change the view and category. Design, customization, improved climate menu, enhanced intelligence, and new entertainment functionalities strengthen the digital experience.



## MODERN AND EASY

The new layout features a fixed centralized menu bar for easier access to navigation, music, home, apps and more. The optimized design makes direct access to key features easier for the driver and front seat passenger. The modern interface includes an elegant design with stacked widgets to reduce the steps needed to access applications.



## CUSTOMIZE YOUR EXPERIENCE

The layout offers a variety of widgets such as LiveCar, media, weather, phone, navigation and more which allows the user the option to create personal shortcuts fit for their needs. Along with the new interface, the iDrive will include both in-car gaming via AirConsole and video streaming when parked.



## IMPROVED CLIMATIZATION

With the fixed centralized menu bar, your iDrive offers direct access to the climatization menu. BMW Operating System 8.5 offers an improved look and functionality for climate control. The system offers more flexibility and control over the temperature and parameters.



## INTELLIGENT SUPPORT

BMW's Intelligent Personal Assistant is even more advanced. Now, you can use the QuickSelect widget stack to start the Personal Assistant. BMW Operating System 8.5 also makes profile setup seamless and easy by its integrated system.

\*AirConsole expected to be available by end of 2023.

Please refer to [Faq.bmwusa.com](http://Faq.bmwusa.com) for more information about OS8.5, including information about vehicle availability.